SPHERE RELEASE NOTES V5.1.0.8

RELEASE NOTES: 9 SEPTEMBER 2006

CONTENTS: PART ONE

- Release Notes Introduction
- Sphericall v5.1 new maintenance features & changes
- Sphericall product builds
- Hardware & software compatibility
- Best Practice Release Planner
- Sphericall Upgrades
- Version Verification Checklist for Installation
- Resolved issues
- Unresolved issues

CONTENTS: PART TWO

- Sphere System Upgrade Procedure

RELEASE NOTES INTRODUCTION

Sphere Release Notes contain the most recent information important to the installation and configuration of the v5.1 Sphere system. They also may include new features and information that changed since the release of the main documentation set.

Use these Release Notes in conjunction with the following documentation available on the Sphericall software DVD-ROM:

- **NEW**: Release Notes now contain two parts:
  Part One: Release Notes
  Part Two: Sphere System Upgrade Procedure
- Sphere System Requirements
- Book One: Plan & Prepare
- Book Two: Install & Configure
- Book Three: Voice Mail Installation

- Book Four: Third Party Product Installations
- Book Five: Manage, Monitor & Support
- Book Six: Emergency Service Install
- Sphere Hardware Manuals
- Spherical Desktop Manual
- Admin Help and Document Index Search Tool

SPHERICALL V5.1 FEATURES & CHANGES

Release of Sphericall v5.1 software incudes the following new features.

System Component	New Feature	Refer to Documentation
Sphere System	**Software Licensing Management** • Integration of digitally signed Sphericall license key file **DVD media distribution** • DVD reader required for new software installation	• Book 2 • Sphere System Requirements
Alliance Partners, Endpoints & Gateways	**AudioCodes** • Addition of MP-11x (MP-114, MP-118) FXO Analog Trunk Gateways **Grandstream GXP** • Updates and fixes **Polycom SoundPoint IP601** • MGCP phone replaces the SountPoint IP600 **UT StarCom F1000G Wifi Phone** • Adds support for F1000g; includes 802.11g radio	• Book 4
European Language Support **Localization Support**	In addition to the North American languages of English (US), Spanish (MX) and French (CA), the following European languages are now available: **Sphericall Desktop User Interface** • French (France), Italian, German, Spanish (Spain) **Sphericall Auto Attendant Languages** • Support for a unique region language auto attendant prompts	• Sphericall Desktop Manual Book 2 & 3 (Media Server Configuration)

RELEASE ADVISORIES

The following *new* items deserve attention when installing/upgrading your organization's Sphere system.

SPHERICALL LICENSE KEY FILE REQUIREMENT:

Upgrading to v5.1 of Sphericall from *any earlier version* requires a Sphericall License Key File to complete the installation, upgrade or expansion of license capacity. DO NOT PROCEED WITH INSTALLATION WITHOUT THIS KEY, which will be emailed to you upon authorization by Sphere.

OPERATING SYSTEM NOTICE:
The Sphere system no longer supports:
Sphericall Desktop on the following operating systems:
- Microsoft Windows NT Workstation
- Microsoft Windows 98x
- Microsoft Windows ME

Sphericall Administrator on the following server operating system:
- Microsoft Windows Server 2000

Notice to Sphericall users with ATM networks:
Sphericall v5 products can be installed on ATM based systems with the noted caveats. The following features are not supported over ATM based systems, including hybrid Ethernet and ATM systems. These features are IP Ethernet centric in nature and have not been certified for general use with VoATM.

Not Supported

- SIP trunking
- Sphericall Call Recording
- Sphericall Call Admission Control
- Media Server based MoH
- Sphere Meeting Hubs

Limited Support

- Sphericall Desktop Softphones (up to 10 for evaluation purposes)
- IP Phones (up to 10 for evaluation purposes)
- Sphere Voice Mail (up to 10 users for evaluation purposes)

ALL SYSTEMS: REQUIRED MIGRATION OF OUTLOOK

The Sphericall Manager requires Exchange System Manager (available with Exchange server software) as the client for Sphericall Voice Mail integration.

ALL SYSTEMS Recommended: It is strongly recommended that earlier versions of Sphericall (prior to v4.2) replace the Outlook client residing on the Primary Manager with the Exchange System Manager (see instructions in *Techcnical Bulletin TB111).*

If this is a new Sphere system install:
Refer to *Book 3: Voice Mail Installation* for complete instructions.

NEW SPHERICALL ADMINISTRATOR SYSTEM PROPERTIES

Sphericall v5.0 or greater has the following changes in the System Properties:

- The QoS tab. Used for Layer 2 or Layer 3 tagging, if tagging is required. If initialization settings exist prior to upgrade, those settings will remain after the upgrade.
  For more information on QoS, refer to *Book 2: Install & Configure.*
- **Change in calls.mdb call log database:** Due to a number of schema changes within the calls.mdb systems upgrading from pre-v5.0 systems to v5.0/v5.1 will not have their existing calls.mdb call log database imported. This may be noticed in the following areas (upgrades from v5.0 to v5.1 do not require this):
  - The Desktop call log viewer for all clients will be empty immediately after the upgrade.
  - Sphericall Reports data will not be available for the time period before the upgrade.
  - **NOTICE: During the V5.1 upgrade**, the original calls.mdb will be renamed to “calls_preV5.mdb” and moved to the .\Sphere\Backup directory. If the previous report data would like to be viewed, it’s suggested that the previous version of the Sphericall Administrator be installed on a separate PC from the Managers for using the Sphericall Reports.
    For more information on Upgrades, refer to *Sphere System Upgrades* later in this PDF file.

v4.2 or greater upgrades:

- **MLPP ONLY**: Call Behavior function to prohibit answering a forwarded call with the forwarding phoneset.
  For more information on Call Behavior, refer to *Book 2: Install & Configure.*
- **MLPP ONLY:** JITC enabling IP phone XML settings for Polycom phones.
  For more information on IP Phone configuration, refer to *Book 2: Install & Configure.*
- **MLPP ONLY: Sphere VG3 Media Gateways (MGs) will synchronize off of a Master Clock**. A COHub on the system will be designated as the clock master, sync to an external clock provided on the T1 interface, then re-broadcast this clock to the other MGs on the system.
  For more information on Master Clock sync, refer to *COHub Installation Manual.*

RELEASE ADVISORIES & NOTES

Release notes documentation

- All v5.1 documents are in their most current form on the web.

UPGRADE PATH for Polycom boot ROM (#3330)

ALL SYSTEMS UPGRADING WITH POLYCOM PHONES:

1. **Upgrades for systems older than v4.2: Please note that there is a intermediate Polycom boot ROM required for any systems upgrading to v5.1.**
2. **Instructions are located in the Upgrade section of this document on how to update this boot ROM on older systems *prior* to the beginning of the new v5.1 upgrade.**
3. **Do not proceed with the upgrade until this protocol is complete.**

INBOUND OVERLAP DIALING - International Configuration Notes (Germany only)

The Sphere system now supports inbound overlap dialing on ISDN and E1. An inbound call from an ISDN/E1 trunk will be presented to the MGC before all of the called number digits are available. The additional digits will be sent to the MGC once they are received by the MG (may be one digit at a time or can come in bunches of digits at once). Variable number of called number digits are now supported under this configuration.

Configuration Notes:

1. **Enable a specific Initialization Setting that is needed for inbound overlap dialing. Refer to Book 2, Appendix C, Table C.5 addressing "ISDN Inbound Overlap Digits".**
2. **Channels should be configured with Inward Routing enabled and Inward Digits set to ANY.**
3. **A DID map must be configured against the channel.**

CRITICAL CHANGE in Sphericall Administrator User Rights behavior

The Sphericall Administrator User Rights (granted under the User Rights tab of the Administrator application) behavior has changed. Please note the following:

Beginning in v5.0:

- **NEW BEHAVIOR - Any system administrator who wants to access the Sphericall Administrator application remotely, or administer voice mail and/or queuing prompts, etc., must be granted rights via the User Rights tab. Click Sphericall Administrator checkbox.**
  - No user will have access to the remote administration of the system without this Sphericall Administrator User Right.
- **NEW BEHAVIOR - Any user on the domain with access to the Manager machine(s) can logon to that machine and administer Sphericall. The only thing blocking users from this right would be any local policies set by the Domain administrator OR a secure, limited-access facility.**

Critical change in Advanced Forwarding Call Origin feature

Upgrading to v5.1 may cause Sphericall Desktop the Advanced Forwarding Call Origin feature to no longer function. This issue only affects upgrades. New installations will require the new format for digits entered in this field.

If the Call Origin option chosen requires a inbound Caller ID to direct the call, and this Caller ID number is not entered in full 10-digit format, then upgraded users will no longer have this function.

1. **Upgraded users will need to go to their Call Origin tab and manually enter a 1 or +1 to the numbers in that field.**
2. **New system users will be directed to enter only numbers in this field that comply to the following format (the length of the format is variable, but the number must be prepended by a +1 or 1):**
   - +18477939600
   - 18477939600
   - 1847793
   - 1847

Change in default behavior of Windows Messenger video

v5.0 or later: SIP Endpoint Video

In Sphericall version 4.2 and earlier, Windows Messenger was the only SIP endpoint supported. By default, Sphericall would accept video calls to and from Messenger. For any release beyond v5.0, several more SIP endpoints appliances are supported.

To ensure compatibility with most SIP endpoints, SIP endpoint video is disabled by default. For SIP endpoints that properly handle video calls, such as Messenger, the default can be overridden explicitly by configuring the station's initialization setting for SIP video ("SIP > Video").

Specific SIP Endpoint Feature Limitations

Please refer to the Sphere System Requirements for a detailed list of features currently limited under SIP operation.

To workaround Loading Forms Issue Workaround Options

Exchange Voice Mail forms cannot be installed when commissioning VM on the server during a new install or when loading forms as a part of an upgrade.

Loading Forms via Administrator

Only Required For Unified Messaging: The following procedures may be necessary for new installations and is ***required*** for any upgrades of Sphericall in order to upload the necessary forms to the Exchange server. We recommend the the preferred procedure, since it reduces the steps in the process, and it installs the Administrator application on your local PC, which is recommended for supporting the system.

PREFERRED: To load forms via the Administrator application

1. **Ensure that you login to your local PC as SphereSupport (the account permissions are required to load forms to the Exchange server).**
2. **Ensure that you grant the SphereSupport account Sphericall Administrator User Rights on the Administrator application.**

   CAUTION! THIS IS THE ONLY WAY YOU WILL HAVE ACCESS TO THE ADMINISTRATOR APPLICATION IF YOU ARE NOT LOGGED ON TO THE PRIMARY MANAGER.
3. **Install Sphericall Administrator from the DVD-ROM.**
4. **For NEW systems, you may fully commission Exchange from this Remote Administrator.**
5. **You may also simply Load Forms from the Administrator application.**
6. **Once commissioned, restart Media Services on any upgraded Managers on the system.**
7. **If pointing to more than Exchange server via more than one Manager, upgrade and commission subsequent Managers to their respective Exchange server. Restart Media Services after upgrade and commissioning.**

Loading Forms via Outlook

Only Required for Unified Messaging: The following procedure is not as preferred as the Administrator application install, but it is still available for some system administrators:

To load forms via an Outlook client on a local PC--Alternate procesure

1. **Ensure that the local PC allows the SphereSupport account to have local administration rights to the machine.**
2. **Ensure that you login to your local PC as SphereSupport (the granted permissions will allow you to load forms to the Exchange server).**
3. **Create an Outlook Profile for the SphereSupport account.**
4. **Open Outlook.**

   Note: For new or upgraded systems, you may only use this procedure to LOAD FORMS. You cannot perform a full commissioning.
5. Install forms from Outlook using the Forms Manager facility accessed by Options\Other\Advanced Options\Custom Forms\Manage Forms\Personal Forms Set Library to\Pull Down and select [name of Exchange Organization Container created during Exchange Permissions build]\Click OK**Click Install\Navigate to point to the Forms**
   a. **Go to the Primary Manager.**
   b. **Select the share folder.**
   c. **Media Server**
   d. **Form**
   e. **Select: vmform32 (first form of two forms).**

f. **Click Open.**

g. **Click OK.**

h. **Click Install.**

i. **Select vmgreet (second of two forms).**

j. **Click Open.**

k. **Click OK.**

l. **Click Close.**

6 **Once forms are loaded, restart Media Services on any upgraded Managers on the system.**

7 **If pointing to more than Exchange server via more than one Manager, upgrade and load forms of subsequent Managers to their respective Exchange server. Restart Media Services after upgrade and commissioning.**

UPGRADING FROM PRE-V5.0 SYSTEMS

When upgrading a pre-v5.0 system, the number of virtual ports per media server increases to 48. Pre-existing media server extensions are not automatically bound to the additional media server channels but the Sphericall Administrator application will allow the number of channels bound to an address to increase up to 48.

Versions 5.0 and 5.1 software forces the user to configure contiguous channels when binding an address to a media server. If a pre-v5.0 system has an address bound to non-contiguous media server channels, the Sphericall Administrator application will identify the incorrect configuration and force the user to choose a contiguous channel range.

- **Action:** After the upgrade is complete, open Media Server/Addressing (tab) and review the distribution of ports for the services associated with those virtual ports (i.e. voice mail, call recording, auto attendant).
- Review your settings and establish which services require the most/least resources, which services require no overlaps with other services, etc. Editing or adjusting the Number of Ports digits or Use Ports slider bar.

OPERATING SYSTEM CHANGES

For more information on system requirements, refer to the *Sphere v5.1 System Requirements* documentation.

Sphericall Manager

- Microsoft Windows 2003 Server, English version (with service pack 1 or R2). Please refer to specific caution notes in v5.1 *Sphere System Requirements*

Note: The Sphericall Manager no longer supports Microsoft Windows NT Server 4.0 or Microsoft Windows 2000 Server

Microsoft Exchange Server (for Sphericall Voice Mail)

- Microsoft Exchange 2000 (with service pack) or 2003 (with service pack)

Microsoft Windows Small Business Server 2003

- Refer to *Sphere v5.1 System Requirements*

Sphericall Desktop

- Microsoft Windows XP w/SP2, Windows 2000 Professional

UPGRADING TO SPHERICALL

If your system is below a Sphere system v4.0, and if you are upgrading your current version of Sphericall software to Sphericall v5.1, you **MUST** first upgrade to Sphere v3.5.0.12. Please refer to *Upgrade* information for v4.1 or v4.2 for more information.

For more information on Sphericall software upgrade paths, refer to *Part Two: Sphere System Upgrade Procedure* later in this document.

SPHERE SYSTEM VERSION NUMBERING

Sphere has defined the following build identification numbering system to help technicians in the field understand the software date and version information. The Sphere system numbering can be understood by the letters: V.x.y.z.

Figure 1 System numbering

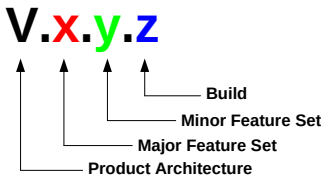


Table 1 System numbering details

V	**Product Architecture**	• Denotes changes to the fundamental approach to the product.
x	**Major Feature Set**	• Denotes new or modified major feature set. Will require documentation change as well as end user and administrator training.
y	**Minor Feature Set**	• Denotes new or modified minor feature set. Requires documentation change. May require training for administrators and installers. Should not affect end user.
z	**Build**	• Denotes incremental release to address product defects. Changes are documented via Release Notes.

SPHERE SYSTEM COMPONENT INFORMATION

Components within the Sphere system are labeled with a version numbering that matches the system release numbering. Component numbers are constructed with the leading first three fields of the system release number (e.g. 5.1.0.___). The fourth and last field is a build number for that particular component that begins with 100.

The component version number is used to determine compatibility with published versions, patches or “fixes.” The first three fields in a component release number will match the system release version, and by this you will know they are compatible.

FIRMWARE VERSIONS

Sphere system hardware has firmware that follows the same principle as the component information above: The first three fields in a firmware release number will match the system release version, and by this you will know that they are compatible.

HARDWARE & SOFTWARE COMPATIBILITY

Refer to the following table for the hardware and software versions supported with v5.1 of the Sphere system.

Table .1 Hard & Software Supported with v5.1

Hardware/Component	Sphericall v5.1 Software Supports
Aastra 480i IP Phone	**Aastra firmware version: 1.0.3.43 + Boot ROM v1.1.0.4**
Aastra SIP phones **9112i, 9133i** **SIP endpoints are not compatible with Sphericall Desktop**	**Aastra firmware version:** **9112i Generic SIP Firmware 1.4.0.1048 (FC-0058-01-04.st)** **9133i Generic SIP Firmware 1.4.0.1048 (FC-0046-01-04.st)**
Allied Telesyn RG613	**ATI firmware version: 2-3_59_01_19** ATI manufactured serial cable is required for configuration: Model number: AT-RGCONSOLECABLE-00 Part number: 990-11748-00
AudioCodes MP104 **NOTE------>**	**AudioCodes MP104 FXO Gateway** **MGCP firmware version: 4.40.123.0 (DSP version: 20604)** **SIP firmware version: 4.60A.036.005** **Note: AudioCodes has issued an End of Life Statement on this product, May 08, 2006; refer to their website for more information.**
AudioCodes MP-11X **MP-112, MP-114, MP-118**	**AudioCodes MP11x SIP FXO Gateway** **firmware version: 4.80A.20.001** **NOTICE: Beginning in v5.2, Sphere systems will only support AudioCodes SIP devices. Transitioning to SIP after the v5.1 upgrade is recommended.**
Eutectics IPP200	**Eutectics IPP200 with or without on/off hook** **Eutectics IPP520** **EUSBi2c.inf no version information, modified date is 12/23/2003** **EUSBi2c.sys, version 1.1.0.2004**
Grandstream BT100 **Grandstream GXP2000** **SIP endpoints are not compatible with Sphericall Desktop**	**Grandstream BT100 SIP version: 1.0.8.29** *Note: this is the last anticipated firmware release of the BT100 to be supported by Sphere.* **Grandstream GXP2000 SIP version: 1.1.1.7**

Hardware/Component	Sphericall v5.1 Software Supports
Microsoft® Windows® Installer	**Microsoft® Windows® Installer 2, 3.0 & 3.1** MSI/Group Policy application installation and configuration service
Microsoft® Windows® Messenger	• Windows Messenger Version 5.1 (5.1.0701 or higher) • Windows 2000: Windows 2000 clients may be required to uninstall versions of MSN Messenger in order for the Windows Messenger to operate. Only voice calls are supported; no video. • Windows XP: Voice & Video are supported. Microsoft continually updates its software. Sphericall integration with Windows Messenger will be tested after any Microsoft release of a Windows Messenger client.
Polycom SoundPoint IP Phones ***Note:*** *systems that are upgrading with Polycom phones must follow the procedure for firmware/boot ROM upgrade outlined in the Upgrade document.* • Ethernet IP systems only	**Polycom SoundPoint L Series and firmware ap2.1.9.0058** **BootROM 3.1.30131** IP300 (220011340001) or IP301 (220011341001) IP500 (220011540001) or IP501 (220011541001) IP600 (220011640001) to be replaced by IP601 (pending part number & subsequent software release of of MGC firmware from Polycom)
Polycom SoundStation IP Phone **SIP endpoints are not compatible with Sphericall Desktop**	**Polycom SoundStation IP4000 series firmware SIP version: 1.6.6.0036**
Spectralink SVP GW/IP Phones	**Spectralink firmware: pd11mgd3.zip**
Sphere Hardware	• BH1830 • CH2430 • MH6030 • PB1230/2430
UTStarcom F1000G **SIP endpoints are not compatible with Sphericall Desktop**	• F1000 firmware: 3.80st • F1000G firmware: 2.70st

TRAIN USERS ON NEW FEATURES

The forwarding and coverage feature has changed significantly within the Sphericall Desktop. Refer to the *Sphericall Desktop User Manual* for both phone, software, and softphone instructions. See also any of the quick reference guides provided for users in the Documents folder of the DVD-ROM.

RESOLVED ISSUES

This is a cumulative list of resolved issues since the release of v5.0.

Table .2 Resolved Issues in v5.1.0.8 software

System Component	Ref Number	Description & Solution (if available)
Hardware		
	3168	Cannot Replace Branch Hub in the Admin GUI. Q2661
	2472	Soft MoH is enabled after an upgrade even if the system is using hard MoH. Workaround: Currently there is a patch available. Please contact Sphere Support. Q1986
Software & Configuration		
	2651	Upgrade with several hundred zones, which were configured prior to the feature “trust all zones.” Workaround: Systems should be set to trust all zones prior to upgrade. Q2281
	3102	Admin GUI installation not installing Crystal Reports.
	3120	MediaServer is not reacting to RFC2833 enable/disable.
	3235	SIP station does not apply address map correctly. Q2732
	3318	Adding a linear group to a line can result in multiple lines having the same priority within the linear group.
	3320	Codec negotiation and call recording can cause failed calls.
	3321	Forms cannot be loaded when commissioning Exchange for Voice Mail.
	3342	Using wideband codecs results in no audio in PhoneGUI when RFC2833 is enabled.
	3358	Auto Record is enabled on all addresses upon upgrade from 4.2 to 5.0. Q2840
	3385	Changes on SIP tab of System Properties dialog box do not generate a change notification.
	3418	Admin shuts down when adding trunks to an emergency group.
	3960	On fresh install call recording is unable to move file from callrecordingcache. Temporary Workaround: The Media Server must be restarted after initial installation if recording is going to be used. Note that if Sphericall VM is used the MediaServer is restarted during it commissioning.
MGC		
	2826	PBX name announcement not being played.
	3005	Emergency call fails if station is in different LAN than trunk.
	3043	MediaServer MOH needs to be enabled for failed call announcement and SIP trunk transfer ringbacks
	3053	Calls can get stuck in a queue when calling a group address that spans zones. Q2541
	3073	Answering a queued call may result in a one way media stream.
	3074	Sphericall AA TimeOut option will not work if the call has gone more the 4 levels deep. Q2551

System Component	Ref Number	Description & Solution (if available)
	3135	Authorizer is not being saved in Calls.mdb.
	3165	Trunk default and system default routings do not work if DID map is unavailable for a SIP trunk.
	3279	Sphericall looks for "MediaServer" in the Sphericall.txt file to start Sphericall Media Server process with credentials.
	3247	Error appeared in MGC Logs.
	3410	MGC refresh when transferring SIP trunk call to attendant from VM. Q2900
	3431	MGC uses digit map ahead of DID map for SIP trunks.
	3434	New incoming calls are presented to Queue group members while the member is on the phone.. Q2934
	3510	MGC leaks gatewaycall/sipbridge when SIP device sends 302 Moved Temporarily (local forwarding).
	3547	MWI light stops working for some Sphericall users and restarting the Media Server fixes the issue. Q04018
	3559	No audio in either direction when incoming trunk call is forwarded back out same trunk and call recording is enabled.
	3599	Default DTMF level for Polycom IP4000 (SIP) was too low. Workaround: Existing installs will need to manually edit their SphericallSip.cfg file and change the tone.dtmf.level setting from -15 to -6. New installs will receive the updated file.
	3813	CallerNumber ID on a trunk to trunk forwarded call has + as part of the number. Workaround: Configure an acceptable range in the Outbound CallerID for the trunk. Ref Q4239
Sphericall Desktop & Softphone		
	2561	Change Desktop COM registration to support users without local admin privileges.
	3091	Call recording playback fails on a windows 2000 machine.
	3115	The "Notify me When Idle" option is not always presented as a choice when monitoring users "On The Phone." Q2583
	3441	Calls from the call log can fail in seven digit dialing Telephony Area.
	3652	Desktop is unable to send a text chat to Windows Messenger v5.1.0701.
	3777	When in Internet Explorer and right-clicking on a phone number displayed there to dial, the “Sphericall Dial” IE command doesn't dial on IE 7 Beta 3. Documentation now includes this required setting: Enable the Allow active content to run in files on “My Computer" under Tools->Internet Options->Advanced.
SIP Trunk		
	3025	Placing DID call across SIP trunk with auto trunk recording on hold results in one way media.
	3028	Cannot connect to Conference Bridge across SIP trunk.
	3386	IP Phones play inside distinctive ringing tone when receiving outside calls via a SIP trunk. Q2869
	3387	SIP transceiver logging is not enabled by default for new install or upgrades to v5.0.

System Component	Ref Number	Description & Solution (if available)
	3458	MGC Crash on SIP trunk call that has connected and then is transferred to an extension with forwarding back out the SIP trunk.
	3464	Call recording for SIP calls result in one-way media stream.
	3474	Send to Voicemail not working correctly in SIP.
	3477	Crash has been fixed but the ability to use Voice mail call back is not supported on SIP trunks.
	3495	Inbound Capacity Setting Limits the Total Number of Calls on SIP Trunk
	3499	No audio for calls to sip endpoints when switching media.
	3512	Max call or any other profile change does not take effect for SIP devices.
	3513	Local forwarding from SIP device masks the Sphere forwardings on the SIP device.
	3516	VM callback from a SIP endpoint results in an orphaned call to VM.
IP Phone		
	1064	If a call is held on a Sayson 480i IP phone, reactivated and then terminated via the line key, the next placed call will have its call timer start at the time at which the previous call was held.
	1266	Park to an Extension (Ringing can be confusing for Polycom users). Workaround: User changes the ring style to be different than the default ring, then the user can differentiate between a ringing call and a parked call.
	2687	Grandstream GXP-2000 one-way media after hold/unhold sequence with Sphericall MG.
	2789	MWI does not work with the SIP phones.
	2815	Messages button on IP Phones could dial the wrong Voice Mail or AA address. Q2394
	2976	Calls from an Aastra SIP phone to an Aastra MGCP phone fail.
	2978	Forwarding to more than one SIP endpoints doesn't work (More than 1 SIP endpoint in a group "Group" address doesn't work).
	2997	MGC neither issues 302 Moved Temorarily nor handles it correctly for voice/video calls.
	2999	SIP Tie-line Service Provider description is used in request-URI in the OPTIONS message.
	3021	Outbound capacity ignored when SIP trunk is part of trunk group.
	3117	In-band DTMF levels too low on Grandstream GXP.
	3153	SIP calls aren't always logged to the CallLogger.
	3161	New Polycom IP601's will not connect to system. Sphericall only supports IP601 v5.1. Q2632
	3252	All config for Aastra SIP phones is erased upon firmware upgrade.
	3308	New IP301's running BootRom 3.1.2.0011 will not connect to the Sphericall system. Q2786
	3353	G729 codec causes the BT100 to lock up.
	3362	MGCP phone does not hear MOH from across SIP tie line.

System Component	Ref Number	Description & Solution (if available)
	3627	Grandstream BT100 downloaded ring2 and ring3 files continuously.
	3928	UTStarcom SRV Queries do not work. Temporary Workaround: The workaround is to disable SRV queries. However, this binds the phone to a single MGC.
CallLogger		
Windows Messenger Client		
Sphericall Voice Mail		
	2788	Voice mail message will not be delivered if person dials 3 invalid options after recording. Q2384
Reports		
	1398	Sphericall Reports could show the incorrect call time if the reports are being viewed from a different time zone. Q1098
	2055	Using an apostrophe in the name of a filter in Reports causes the syntax to be incorrect.
	3589	Reports.exe will not display the CallRecords Report if the list has a recorded call. Q04115
Spherihaul		
AudioCodes		
	3577	AudioCodes SIP MG sends signaling to wrong MGC.
Web Services		
	3107	The “Sample.exe” web serer application allows users to enter a username and password of a Sphericall user. If the case of the name doesn’t exactly match the name that was entered using the Admin GUI, then an error message stating the user is unauthorized is popped.
	3108	When a Sphericall manager reboots or when the Sphericall service is restarted the Web Server may come up more quickly than the DB Server. When this happens, the web server logs DB access errors but doesn't seem to retry to connect back into the DB rendering it non-functional.
Video		
	3420	Video is offerred to SIP device even when SIP video is disabled.

UNRESOLVED ISSUES

PLEASE READ:
As always, for the most recent version Release Notes, please refer to Sphere's Support site at `http://www.spherecom.com/training_documentation.php`

All version Reference Numbers are valid for v5.1. The following issues remain unresolved with this release of software (workarounds are noted if available):

Table 2 Unresolved Issues

System Component	Ref Number	Description & Workaround (if available)
Hardware		
	753	Sphericall Voice Mail may not detect all "#" keys depressed from analog devices connected to the RG-613 media gateway. There may also be audio distortion for audio if high frequency. This issue only occurs when VAD is enabled for G.711. Workaround: Disable VAD.
	1877	ATI-RG613 - Voice Mail callback feature failing with RG.
	1930	The VBX E1 CoHub DSP's do not have the MIPS required to support conferencing and consequently will not support the Voice Mail Callback feature. In practice the Media Server only needs to receive a copy of the stream being sent to the other gateway and the MIPS required to perform the copy may well be available.
	2164	When tapi is started, it initializes the pbxsp which in turn goes to the database to fetch the lines to which the user has rights. The VPN was not fully up yet so the connection to the dbserver failed and the pbxsp was unable to get the user lines.
SoftTrunking/SIP		
	3175	Cisco ALG strips off SDP on INVITE not from carrier (Cbeyond).
	3462	No ringback to the caller after being transferred/forwarded to an outside party over SIP trunk.
	3640	REFER over SIP trunk may result in failure. Workaround is to not use REFER on a SIP trunk/tie line. Currently REFER based transfers are enabled by default, one has to make sure that REFER based transfers are disabled for a newly added SIP trunk/tie line.
	3738	Incorrect message displayed when adding a SIP softtrunk to an Emergency Group. This message should apply to only Analog/Non-callerID capable trunks. A message should be displayed to remind the E-911 capability/limitations of the SIP softtrunk when adding it to an Emergency Group.
Software & Configuration		
	255	Ghost images of the menus can stay on the screen after a menu option is selected on Sphericall Managers built on Windows 2000. Workaround: Control Panel->Display->Effects and disable "Use transition effects for menus and tooltips"
	800	Method for an installer to view the release notes and any other important information during the install process.
	1120	The administrator can not create tie line range if there is a queue address as part of the tie line number range. Workaround: Do not have queue extensions as part of a tie line range.

System Component	Ref Number	Description & Workaround (if available)
	1283	Cannot Disallow users from dialing 1010XXX numbers. Workaround: The only way to disallow those numbers is by taking the Prefix 101XXXX using ExpertMode from the Telephony Area.
	1731	Error when commissioning sphericall system.
	1737	Import feature can result in a line having 2 primary extensions.
	2015	The Sphericall Administrator application cannot convert a WMA file to a .wav file for use with Music-on-Hold on the Primary Sphericall Manager. An error message pops up that states "Unable to convert temp.wav to (filename).wav".
	2447	When the username or domain has changed in the media server user account, the media server needs to be restarted. Currently, no message is offered to the user indicating the media server should be restarted.
	2514	When an E1 R2 COHub is set to ANY, the MGC will only capture the first 4 digits of the DID. If the C0 is sending more than 4 digits the MGC will only get the 1st 4 digits of the number in the CMD:109.
	2957	Can't delete old default zone. Q2469
	3546	If Sphericall is upgraded to 5.0.0.12, and the server does not have Windows SP1, some errors will be displayed and the Sphericall Reports might not be installed properly. DISPLAY: "Incorrect line parameter." Q4087 Workaround: Install Service Pack1
	3671	Some zones are allowed to be displayed as trusted more than once. This caused some Sphericall desktops to show dual zones\extensions under the extension and Phone Book tabs. Workaround: manually change to only one zone each. Q04149
	3735	If you leave the password fields blank during commissioning, the Sphere-MS and Sphere-DB accounts, and the Sphericall Groups are not created. Workaround: Use General->System Properties->System User Accounts to add update user with a password.
	3736	If leave the password blank for the Sphere-MS and Sphere-DB accounts during the commissioning, the accounts are not created. If you go to the System Properies\System User Accounts and create these accounts, the Sphericall Admins and Sphericall Recordings groups are created. However, Sphere-MS and Sphere-DB is not added to the Sphericall Recordings group like it is for the Sphericall Admins group. I had to go and do it manually. (related to 3735) Workaround: Add manually from Microsoft Management Console -> Active Directory Users and Computers.
	3740	Inward DID routing doesn't stick the first time when adding it to add it to a new COHub. Workaround: Apply DID twice for new COHubs if the first time does not take effect.
	3804	Client Updater should verify that it is not copying an older version of the Phone GUI over a new version. Ref 3v1724
	3805	Parking a call to a linear and round robin groups do not work correctly. Ref 3v1794
Sphericall Desktop & Softphone		
	912	The "<" character can cause the tooltip in the extension view of the Sphericall Desktop to be poorly formatted
	959	Address groups do not show in the extensions tab if there is a zone with the same name. Workaround is to have unique address group and zone names.

System Component	Ref Number	Description & Workaround (if available)
	1063	If the missed call/new call pop up window is closed using the "X" on a Windows XP PC, the window can reappear a short time later.
	1127	If a user is in a 3 party video call, hangs up and then reestablishes the 3 way video call with the same participants, 3 way video may not be available to all participants.
	1216	With Win NT, the missed call bubble may not work. Workaround is to disable pop-up from Options in Sphericall Desktop.
	1372	Client Update notifications can be sent to wrong client.
	1430	Cannot delete Phonebook entries in the Sphericall Desktop.
	1531	Adding advanced features to Sphericall Desktop forwarding does not bring up Advanced window next time
	1570	Unable to pop Desktop if system tray Monitor window is displayed. Workaround: turn off Monitor.
	1580	Calling a Desktop phone client in the “auto away” state changes presence to online.
	1607	The Sphericall Destkop does not show presence for SIP endpoints when configured for unicast monitoring. When configured to use multicast the monitoring info is dispayed correctly for SIP endpoints.
	2414	There is an issue where multiple sources can be displayed in the same video window in a 3 party video conference. Reproducible by disabling "Auto Receive" of video and creating a 3 party conference. The Sphericall Desktop checks to see if video is receiving already to determine what port to use, if its not already receiving it uses the same port for each createconnection result.
	3263	Ringback can stop for a softphone. Recommendation: If early media is turned off, ringback will operate properly.
	3413	Video is limited to H.263 if camera has never been installed. Behavior: When A and B call each other, the video from B to A is only H263. If a camera is then installed on A and max video is set to VGA, calls complete and have VGA video in both directions. If the camera is now removed from A, subsequent calls have VGA video from B to A.
	3636	Softphone transmit audio may be delayed and broken up after PC hibernation. Workaround is to restart the phone GUI after the PC comes out of hibernation.
	3695	If a Codec override is configured to force Softphone's to use SPEEX_WB or SPEEX_UWB, then the Admin should not allow RFC2833 to be enabled. If both are allowed, then a call that uses SPEEX_UWB or _WB will fail and both Softphones are forced to exit because of the error. **Workaround:** Do not enable RFC2833 if SPEEX is desired in the system.
	3802	Cannot dial from the Sphericall Desktop using an aliasesd outside service. Ref 3v1330
	3807	Outlook contact popup doesn't work for outbound calls 3v2612
	3809	Phonebook search fails when entries are two folders deep. 3v3065
MGC		
	1050	If there is a network disconnection between the MGC and an endpoint, incorrect CDR information may be recorded.

System Component	Ref Number	Description & Workaround (if available)
	1111	If a user parks a second call in a park zone while the first is still in the park zone, the second call can not be picked up by an extension on the same MGC as the user.
	1210	Sphericall services dialog will close when cancelling a log off. Workaround is to log off and log back on.
	1226	Forwarding to group addresses takes one more ring than specified. Workaround: This does not impact call handling. However, users may offset the number of rings, accordingly, to adjust
	1488	Admin Monitoring not opening new port after change made to Multicast Address.
	1656	MGCP Line Key does not terminate desktop call.
	1671	Sphericall manager running Terminal Services does not display Sphericall.exe running processes.
	2079	Endpoints do not receive call waiting tones when off hook with the Sphericall Desktop open.
	2268	Only one line of group rings on exit of queue across MGCs.
	2487	Allow forwarding of addresses that are assigned to trunks. The Sphere Administrator Application currently allows this to be configured.
	2560	Under Forwarding Condition window -> Call origin tab Caller ID string deficiency. The phone GUI states to enter the full name or full number as shown by caller ID, but partial strings of a name are accepted so a partial string that is just numbers should also be accepted in the case of a caller ID name. Also if a Caller ID name is just a number it will not be found. i.e. set to forward when Caller ID is 444. Call with a caller ID name of 444 and the call will not forward.
	2606	An address range can be created that includes numbers from existing addresses. This should be disallowed.
	3376	System does not default to database replication automatically. Sphericall Administrator should force/encourage the system to enable database replication when two or more Sphericall Managers are present. Workaround: System administrator should enable database replication especially when working with two more Sphericall Managers.
	3801	Round Robin hunt groups across MGCs do not function properly. Ref 3v784
	3803	Dialed 911 from a station not in an emergency group. A QSig trunk, an ISDN trunk, and a T1 CAS trunk were available to route the call to. The call went out the QSig Trunk first. Ref 3v1500
	3806	SMDI-MGC presents a call before loop current disconnect is completed in a linear hunt group. Ref 3v1927
	3808	Max Duration not working for T1 CAS inbound/outbound calls. 3v2695
	3811	*93 does not work when trying to pick up calls to a linear group. Ref 3v2174
IP Phone		
	1056	Rapid (several times per second) switching of held calls on an IP phone can cause the calls to drop

System Component	Ref Number	Description & Workaround (if available)
	1139	With Sayson 480i IP phone, using the busy lamp field to pick up a ringing extension will not work if the ringing extension's call was simultaneously forwarded from another extension.
	1223	Polycom IP phones emit nonsensical media stats.
	1330	CallerID specific for forwarding must be either number or name, not both (as some incoming caller ID info reads). Workaround: User should be instructed to enter a name OR number.
	1523	Polycom phones do not support multicast RTP traffic. Also known as 3v2398, no music on hold. **Workaround:** For environments where the Polycom IP phone users wish to receive Music-on-hold, Sphericall v4.2+ may be used to provide MoH via unicast IP media streams.
	1564	Aastra 480i could not resolve DHCP conflicts and two phone can go off line because of this. Recommended: DHCP conflict resolution.
	1827	Microsoft DHCP server doesn't pay attention to Sayson DHCP DECLINE. Workaround:The DHCP server would need to be configured with an explicit reservation and set not to expire, or static IP addressing should be used.
	2687	Grandstream GXP-2000 one way media stream after hold / unhold sequence with Sphericall MG.
	2781	Issue Unresolved for Grandstream BT100/200. Unit is put on hold by an analog phone, the call will be dropped. No current workaround. BT100 no further fixes for these units; unresolved status in BT200 units.
	2805	No on hold reminder on SIP phones. No workaround at this time.
	2808	Going off hook does not pickup held call on SIP phones. Workaround: Must press the line button where call is held.
	2810	Grandstream BT100 conf button not functioning.
	3044	Blind transfer with Aastra SIP changes multiclient channel. DEF03737
	3156	When an IP500 is replaced by an IP300 or IP500 the replacing phone will never connect to the MGC. Q2623
	3200	UTStarcom F1000 RFC2833 RTP payload type is fixed at 101.
	3205	UTStarcom can become unresponsive.
	3223	SIP station does not apply address map correctly.
	3245	No failed call feedback when a SIP station has an address map assigned.
	3270	Aastra 480i MGCP does not support RFC2833. ENH02700
	3330	New Polycom IP Phones have BootRom 3.1.X but Sphericall is offering to upgrade to bootRom to 2.6.2. Current workaround: See in structions in Upgrade manual. The workaround is to move out or rename the BootRom.ld on the PlcmSpIp folder.
	3420	Video is offred to SIP device even when SIP video is disabled.
Real Time Monitoring		

System Component	Ref Number	Description & Workaround (if available)
	1104	Some installations have seen the following Event viewer warning "The data buffer created for the "SphericallMG" service in the "C:\WINNT\system32\Perfmon.dll" library is not aligned on an 8-byte boundary. This may cause problems for applications that are trying to read the performance data buffer. Contact the manufacturer of this library or service to have this problem corrected or to get a newer version of this library." This is not service affecting to the system.
Reports		
	1486	Reports.exe will not show the Reporter IP address for ATM VBX and VG3 Devices.
Sphericall Install		
	1068	The Sphericall Service settings on the Sphericall Manager can be changed on upgrade from manual to automatic. Workaround: Verify service settings after an upgrade.
	1193	During the installation of Sphericall on the Manager, there is no progress indicator during the .Net portion of the installation. Allow ample time for routine to finish and allow installation to continue.
Sphericall Media Server, Auto Attendant or Call Recording		
	2012	Sphericall Voice Mail doesn't revert to regular greeting if extended absence greeting is deleted through Outlook
	2479	Auto Attendant can not transfer to tie line range. Un-grey the "Add to Sphericall Auto-Attendant" checkbox in the Properties for Tie Line Address dialog box. Support tie line ranges in Media Server. Extension ranges can be configured for "Add to Sphericall Auto-Attendant" but not supported by the media server.
	3629	Codec should be renegotiated when recording is initiated. Workaround: This should only occur if the MediaServer is loaded to a level that prevents it from being able to support higher MIP codecs. To get around this issue, additional MediaServers need to be added using less channels per MediaServer.
	3810	Sphericall AA will not transfer to a tie line address that is part of a range. 3v3160
Windows Messenger Client		
	2057	Unable to IM from Windows Messenger 5.1 to Windows Messenger 5.0. WM 5.1 initiates an IM session with "m=message", but it can accept both "m=x-ms-message" and "m=message" in the SDP. Therefore, an IM initiated from WM 5.1 for WM 5.0 fails. However, if WM 5.0 initiates an IM session for WM 5.1, it succeeds and both parties can exchange messages in this session. Note: If a WM 5.0 has been upgraded to WM 5.1 and later downgraded back to WM 5.0, Messenger continues to send "m=message". A downgraded messenger will be unable to initiate IM sessions to WM 5.0 messengers.
Sphericall Voice Mail		
	1343	Restart Services dialog comes up TWICE during Exchange Commissioning.
	1961	Voice Mail callback only works for US numbers. Voice Mail callback normalizes the inbound callerID by prefixing a 1 to the number. This method can only support callback to numbers with country code of 1.
	3333	Exchange Server is not appearing in Media Server Properties by default after commissioning Exchange.

System Component	Ref Number	Description & Workaround (if available)
Outlook Integration		
	1281	If a user saves an outlook contact before they have set the location setting (local area code), they are unable to dial. Workaround: Enter local area code then save contact, all contacts after that will work by double clicking or right clicking.
	1793	New Message envelope not cleared after listening to message.
	3800	Outlook Contacts on Office 2000 or XP could show the wrong phone number. Ref 3v3220
	3807	Outlook contact popup doesn't work for outbound calls 3v2612
AudioCodes		
	1931	The Audiocodes gateways do not support conferencing and as a result cannot support the Voice Mail Callback feature.
	3478	AudioCodes SIP MG RFC3263 Implementation
	3528	AudioCodes SIP MG doesn't always detect loop current (when large disconnects are involved such as disconnecting the trunk in the order of seconds).
	3567	AudioCodes SIP MG detects multiple digits.
ATI RGXXX		
	1313	If an RG user answers a call between the first and second ring, when caller id is sent, the user will hear the FSK tone.
Web Services		

TECHNICAL SUPPORT TELEPHONE NUMBERS

Note: Your Sphere Certified Partner should be your first point-of-contact.

If you have a support agreement with Sphere Communications, please contact our Technical Assistance Center at the following number(s):

- 1-888-774-3732 option 4 (toll-free in the United States)
- 1-847-793-9600 option 4 (outside the United States)

Note: You will need to provide the following information when contacting Sphere Communications Technical Support:

- Your technical support certification level
- The appropriate part number and/or serial number for the device you are referencing
- Your customer site setup information
- The version of Sphericall software your organization is using

SPHERE CUSTOMER SUPPORT WEB SITE

If you are a registered user of Sphere Communications' Customer Support Web Site and you wish to view the latest product documentation, download any patches or updates to the Sphericall system, or contact Sphere Communications' Technical Assistance Center, go to:

http://www.spherecom.com/support/custcare/self_support.php

If you are not currently a registered user, you will need to apply for a login and password necessary for site access. That form is available here:

http://www.spherecom.com/support.php

E-MAIL

support@spherecom.com

Sphere Communications Inc.
300 Tri-State International Suite 150
Lincolnshire, IL 60069
www.spherecom.com

© 2006 Sphere Communications Inc.
All rights reserved Printed in the USA

SPHERE SYSTEM UPGRADE PROCEDURE

UPGRADE TO VERSION 5.1.0.6

Release: 7 July 2006

MICROSOFT WINDOWS SERVER MIGRATION NOTES

Consult the following checklist if migrating operating systems prior to the Sphericall v5.1 upgrade:

Check	Step	Operating System Migration Action (If needed)
	1.	**Review** the appropriate Sphere System Requirements documentation for your organization's Sphere system.
	2.	**Review** operating system requirements & migration plans (any migrations must be performed 1-2 days prior to Sphere system upgrade). - NT 4.0 Server migrating to Win 2003: upgrade and test (change logins on server(s)) - Win 2000 Server migrating to Windows Server 2003 + SP1: upgrade and fully test (change logins on server(s)) **Refer to the following sites for more information:** http://support.microsoft.com/?kbid=325379 http://www.microsoft.com/windowsserver2003/techninfo/overview/default.mspx
	3.	• **Review** and implement any new local administrative rights or security privileges as noted in upgrade procedure. Sphericall v4.0+ may need new user rights for administering the Sphericall Administrator application. • **Review** new password complexity issues for your migration moving to Windows 2003. SoundPoint IP phones are potentially affected by the change in complexity of the Windows 2003 password schema. Review Sphere System Requirements and/or Book 4.
	4.	Perform operating system migration to Windows 2003. **Caution: DO NOT perform this migration at the same time as the Sphere system upgrade.**

SOFTWARE UPGRADE PATHS

The best possible upgrade path is from v5.0 to v5.1. If your system is not currently at v5.0 when you begin this upgrade, refer to the following table for a description of the required paths for Sphere system software upgrades. All earlier upgrades much first go to v3.5.0.12 to v5.1:

Table .1 Software Upgrade Paths

Current Version Software	Initial Upgrade Path go to:	Upgrade Document to Use	Final Upgrade Version
Sphericall v2.2	You must contact Sphere Technical Assistance		
Sphericall v 3.0, 3.1, 3.2, 3.3, 3.4, and 3.5.0.6	Sphericall v3.5.0.12 Consult with Sphere Technical Assistance for additional information	v3.5.0.12 docs	Sphericall v3.5.0.12
Sphericall v3.5.0.12	N/A	v5.1 docs	Sphericall v5.1
Sphericall v4.0	N/A	v5.1 Upgrade docs	Sphericall v5.1
Sphericall v4.1	N/A	v5.1 Upgrade docs	Sphericall v5.1
Polycom firmware note: all systems with Polycom phones	For systems upgrading to v5.1 prior to v4.2: The Polycom boot ROM must be upgraded to **2.6.2.0032** prior to upgrading the system to Sphericall v5.1. Please follow the manual procedure in this document.		
Sphericall v4.2	N/A	v5.1 Upgrade doc	Sphericall v5.1
Sphericall v5.0	N/A	v5.1 Upgrade doc	Sphericall v5.1

Note: Contact your Sphere Certified Partner or Sphere Communications Technical Assistance Center for more information regarding the preparation of your organization's Sphere system for a software upgrade.

UPGRADING FROM PRE-V5.0 SYSTEMS

When upgrading a pre-v5.0 system, the number of virtual ports per media server increases to 48. Pre-existing media server extensions are not automatically bound to the additional media server channels but the Sphericall Administrator application will allow the number of channels bound to an address to increase up to 48.

Versions v5.0 & v5.1software forces the user to configure contiguous channels when binding an address to a media server. If a pre-v5.0 system has an address bound to non-contiguous media server channels, the Sphericall Administrator application will identify the incorrect configuration and force the user to choose a contiguous channel range.

- **Action:** After the upgrade is complete, open Media Server/Addressing (tab) and review the distribution of ports for the services associated with those virtual ports (i.e. voice mail, call recording, auto attendant).
- Review your settings and establish which services require the most/least resources, which services require no overlaps with other services, etc. Editing or adjusting the Number of Ports digits or Use Ports slider bar.

UPGRADE SCENARIO PLANNING

The following scenarios are a guideline for planning the upgrade of your Sphere system. Considerations should be made for the network, WAN (if applicable), number of Managers, number and type of IP phones, Exchange and/or FTP servers and their location(s), Sphericall Desktops, etc.

Table .2 Upgrade Scenarios

	Customer Scenario	Challenges	Recommended Upgrade Process
1.	• One Primary Manager • One Exchange server • Hubs & IP phones • Possible FTP server for IP phones • Sphericall Desktops	• Minimal • IP phones rebooting in a timely fashion • Sphericall Desktop updates with either Desktop Manager or with Windows Installer	Use this Upgrade document.
2.	• One Primary Manager • One Secondary Manager • One Exchange server • Hubs & IP phones • Possible FTP server for IP phones • Sphericall Desktops	• IP phones rebooting in a timely fashion • FTP Server updated; if on the Secondary Manager, then timing this with IP phone updates • Sphericall Desktop updates with either Desktop Manager or with Windows Installer	Use this Upgrade document.
3.	• One Primary Manager • Multiple Secondary Managers • One Exchange server • Hubs & IP phones • Possible FTP server for IP phones • Sphericall Desktops	• Network continuity • Any Secondary Manager or FTP server unable to communicate with the Primary Manager during or after the upgrade • If FTP on the Secondary Manager, MUST be upgraded and restarted immediately after Primary to support IP phones • IP phones rebooting in a timely fashion • Any IP phones directly tied to a specific Manager; rebooting in appropriate fashion • Depending on the size of the organization, separate FTP Server updated with new files; if on the Secondary Manager, then timing this with IP phone updates • Sphericall Desktop updates with either Desktop Manager or with Windows Installer	Please call Sphere's Technical Assistance Center for assistance in planning this upgrade.

	Customer Scenario	Challenges	Recommended Upgrade Process
4.	• One Primary Manager • Multiple Secondary Managers & remote Secondary Managers • One Exchange server • Hubs & IP phones • Possible FTP server for IP phones • Sphericall Desktops	• Challenges the same as in #3 above, but also: • Staffing issues for upgrades at remote sites	Please call Sphere's Technical Assistance Center for assistance in planning this upgrade.
5.	• One Primary Manager • Multiple Secondary Managers & remote Secondary Managers • One Exchange server at main site & remote Exchange servers at each remote system site • Hubs & IP phones • Possible FTP server for IP phones • Sphericall Desktops	• Challenges the same as in #3 above, but also: • Staffing issues for upgrades at remote sites • Exchange staffing issues, if required	Please call Sphere's Technical Assistance Center for assistance in planning this upgrade.

SPHERE SYSTEM UPGRADE PROCEDURE NOTES

Consult the following checklist before commencing a software upgrade from any Sphericall v4.x system to a Sphere v5.1 system.

Check	Step	Upgrade Action
NEW -> NEW ->	**1.**	• **Review** Sphere system version requirements for upgrade to v5.1 (Release Notes). • **Review** Release Advisories listed within the Release Notes. • **Secure** Sphere License File prior to upgrade. • **Review & Verify** VoIP UDP port parameters, please note the new, changed or removed UDP ports in v5.1. Changes in UDP port settings can affect the operability of your system in relation to firewalls, routers, switches, or any prioritization settings. • **Verify & Document,** and keep an accurate record of UDP port settings currently active on your system. This will assist you in updating any of these settings once the Sphere system is upgraded. • **Review and verify upgrade procedures** prior to upgrade--there are additional, important considerations prior to the start of the upgrade.
	2.	**Freeze** your organization's current Sphere system and its surrounding network. Do not make any changes until after the upgrade is complete and tested. Sphere Communications requires all systems that are going to be upgraded to Sphere v5.1 to be running a minimum of v4.x prior to the upgrade starting.
	3.	**Verify** the version of Sphericall Manager software that is currently running on all Manager(s). Review Software Upgrade path noted above.

Check	Step	Upgrade Action
	4.	Minimum recommended for all systems: **Back-up** the pbx.mdb file on the Primary Manager. STRONGLY recommended: • In addition to the pbx.mdb file, save copies of your voice mail greetings to another server. • Sphere Communications highly recommends that you create a backup of the \Sphere directory during your organization's off-hours or over the weekend. • You may also run the appropriate Sphere system configuration reports and save them to another network resource server. • Save registry hives as noted in the upgrade.
	5. NEW-->	• **Plan** for any rollback procedures in case of interruption during upgrade (plan for network, power and all component issues). • **Refer** to the *Book 5: Manage, Monitor & Support Manual* for information and procedures regarding additional Sphere system maintenance operations. • **Contac**t your organization's Sphere Certified Partner for upgrade assistance, if needed. • **Manually update** the Polycom firmware to the version required if on version prior to v4.2 before the upgrade.
STOP!	**6.**	**CAUTION!** DO NOT PERFORM THE SOFTWARE UPGRADE PROCEDURE DURING NORMAL BUSINESS HOURS.
NEW in 4.2+	**7.**	If you do not have Spherical Voice Mail, skip this step. **All Managers must be migrated from Outlook to Exchange System Manager prior to upgrading Spherical.** • It is strongly recommended that earlier versions of Spherical (prior to v4.2) also replace the Outlook client residing on the Manager with the Exchange System Manager. See Technical Bulletin TB-111 for instructions on this migration.
Begin Upgrade	**8.**	• **STOP all Secondary Managers while doing the Primary Manager upgrade.** • **Upgrade** all Managers within the system during the same upgrade session. • **Complete** the upgrade of Primary Manager prior to any Secondary Managers as directed. • IF upgrading a system with any **IP phones**, be sure to plan for FTP server updates. • **Verify** telephone service throughout the Sphere system as each component upgrades. • **Configure** any new settings offered in the v5.1 upgrade that must be configured immediately. • **Complete** all upgrades of all Managers in one upgrade session.
	9.	**Upgrade/reinitialize** all MG hardware components, IP Phones and RGs.
Critical Upgrade Step -->	**10.**	**Required for ALL SYSTEMS using Spherical Voice Mail: Commission Gateway for Exchange Server after v5.1 Upgrade.** **Optional: Load Forms for** Spherical Voice Mail on the Primary Manager (only required for systems using unified messaging with Outlook feature). • Verify Auto Attendant Greetings converted to Prompts immediately. • Test all Auto Attendant settings.
	11.	**Upgrade** the Spherical Desktop software: • Use 1) manual update procedures, 2) use the Desktop Manager for automatic updates, or 3) use Windows Group Policy. • Copy the phonebook(s), if necessary, for rebuilt machines
	12.	**Document** the network and Manager configurations once the software upgrade is complete, as well as any other equipment configurations in order to update your organization's records.

Check	Step	Upgrade Action
	13.	**Configure** any other new features. Refer to Sphere Release Notes for new feature information. • Adjust resources for media server ports (going from 16 ports to 48 ports) • Configure Call Recording (optional) • Configure SIP phones (optional) • Configure Call Admission Control (optional)
	14.	**Integrate** the Sphere system with any appropriate optional settings (i.e. paging devices, tandem trunking scenarios, CallNOW, etc.).
	15.	**Schedule** end user training, if necessary.

LOGIN REQUIREMENTS

Details concerning logins are located in the *Sphere System Requirements.*

SOFTWARE INSTALLATION PROCEDURE

New Installations

All new Sphere system installations must be installed according to guidelines found in the *Book 2: Install & Configure Manual*. Failure to follow this document and test according to plan can result in an unsuccessful software/upgrade installation.

Migration Considerations

- Please call Sphere's Technical Assistance Center for more information regarding any v1, v2.x or v3.x migration.

UPGRADE ADVISORY:

- **Change in calls.mdb call log database:** Due to a number of schema changes within the calls.mdb systems upgrading to v5.1 will not have their existing calls.mdb call log database imported. This may be noticed in two areas:
  - 1) The Desktop call log viewer for all clients will be empty immediately after the upgrade.
  - 2) Sphericall Reports data will not be available for the time period before the upgrade.

    During the v5.1 upgrade, the original calls.mdb will be renamed to "calls_preV5.mdb" and moved to the .\Sphere\Backup directory. If the previous report data would like to be viewed, it's suggested that the previous version of the Sphericall Administrator be installed on a separate PC from the Managers for using the Sphericall Reports.
- **Stop pcAnywhere:** If pcAnywhere is running on a Manager, it must be stopped prior to any upgrade, shutdown, or restart.
- **Feature Restriction:** In v5.1 Call Recording is not supported in ATM network environments.

CRITICAL CHANGE in Sphericall Administrator User Rights behavior

The Sphericall Administrator User Rights (granted under the User Rights tab of the Administrator application) behavior has changed. Please note the following:

Beginning in v5.0:

- **NEW BEHAVIOR - Any system administrator who wants to access the Sphericall Administrator application remotely, or administer voice mail and/or queuing prompts, etc., must be granted rights via the User Rights tab. Click Sphericall Administrator checkbox.**
  - No user will have access to the remote administration of the system without this Sphericall Administrator User Right.
- **NEW BEHAVIOR - Any user on the domain with access to the Manager machine(s) can logon to that machine and administer Sphericall. The only thing blocking users from this right would be any local policies set by the Domain administrator OR a secure, limited-access facility.**

ACTION before upgrade:

Under User Rights:

1. **Add SphereSupport account as a Sphericall Administrator.**
2. **Plan to upgrade a different client PC on the network with Sphericall Administrator application.**

ACTION before upgrade:

If using Polycom phones and upgrading from any software version other than v4.2, you must perform a boot ROM update FIRST, then proceed with the v5.1 upgrade.

1. **Contact Sphere Technical Assistance to obtain the *interim* boot ROM version: 2.6.2.0032.**
2. **Copy this bootROM.LD.**
3. **PASTE this boot ROM.LD into the PLCMSPIP folder on the FTP server (either on the Manager or on an independent FTP server).**
4. **From the Administrator application: Reboot all Polycom phones.**
5. **After all phones are rebooted and checked in, THEN proceed with the normal upgrade to v5.1 as follows. Be sure to follow all upgrade steps INCLUDING the upgrade of the Polycom phones and reboot cycle.**
   Only then will your Polycom phone boot ROM version be compatible with the v5.1 System Requirements.

PRIMARY MANAGER Upgrade

Perform all backups for PBX.mdb and the full Sphere Program Files directory in order to preserve greetings, text files and any databases.

You must backup the following files to prior to performing an upgrade:

THE FOLLOWING SHOULD BE COMPLETED PRIOR TO EVERY UPGRADE:
Perform complete backups on the Primary Manager including the following:

1. On the Primary Manager: Save and store on a separate non-Sphere system resource the Program Files\Sphere directory in its entirety (c:\Program Files\Sphere + all subdirectories, which saves all greetings, announcements & prompts).
2. On the Primary Manager: Save and store on a separate non-Sphere system resource the following registry hives:
   - •EXPORT: HKey_LOCAL_MACHINE\SOFTWARE\SPHERE
   - •EXPORT: HKey_CURRENT_USER\SOFTWARE\SPHERE
3. On the server hosting FTP: Save and store on a separate non-Sphere system resource the FTP root file (EXAMPLE: c:\Program Files\Sphere\ftproot).
4. Secure a copy of the previous version of Spherical software DVD-ROM.

Required migration of Outlook

Sphere requires a migration of all Outlook clients residing on Managers to be replaced by Exchange System Manager (available with Exchange). The Exchange System Manager DLLs are required for loading necessary Exchange forms to the Exchange server.

Required: Sphere requires that you migrate to Exchange System Manager on all Managers prior to upgrading to v5.1. If you have not performed this migration, do so now.

For systems upgrading from v4.2, and that have already migrated to Exchange System Manager, **please begin upgrade process**.

START Upgrade Here:

1. **STOP ALL Secondary Managers prior to first upgrading the Primary Manager.**

   Begin upgrade of Primary Manager:

2. **Logon to the Primary Manager as SphereSupport (on the Domain; SphereSupport is the account name used generically here, you may have created another account for supporting the Sphere system).**
3. **Insert the new v5.1 Software DVD-ROM on the Primary Manager.**
4. **When the autoplay screen appears, select Install Manager.**

   The upgrade script will assist you with stopping services.
5. **At the Welcome screen, click Next.**
6. **At the License approval screen, click Yes.**

   You will receive a question:

   "We did not detect a license file on this manager. You must provide the license file you received with your upgrade before continuing. Do you have your license file?

7 **Click Yes.**

THE LICENSE FILE IS REQUIRED:
Perform the following steps during installation/upgrade or license port expansion:
- On the Primary Manager: When prompted during installation or upgrade, browse to the file distributed to you. This file may be called License.xml.
- Once you have selected this file, the software installation will continue.

Note: Once this file is placed onto the server and incorporated into the build of the software. The system requires that file to be in place at all times.

8 **The upgrade will detect a previous version of Sphericall, click Yes to upgrade.**

9 The upgrade will continue.

10 **Click Next.**

The complete upgrade will take several minutes to complete, depending on server resources.

11 **When asked to select the Client Update option for this upgrade, select as follows:**

NOTE: this screen only appears when the Primary Manager is upgraded.

CHOICE FOR UPGRADE	EXPLANATION
Skip	• If you are using **Microsoft Windows Installer** (MSI package) for updating your clients, select this option.
Yes	• If you plan to update the Sphericall Desktops using the Sphericall Client Updater.

12 **Click Next.**

STOP **DO NOT RESTART THE PRIMARY MANAGER.**

To upgrade IP phones on the system

FOR SYSTEMS USING A STAND-ALONE FTP SERVER OR SECONDARY MANAGER as an FTP Server for IP PHONE UPGRADES (see below for systems where the Primary Manager serves at the FTP server):

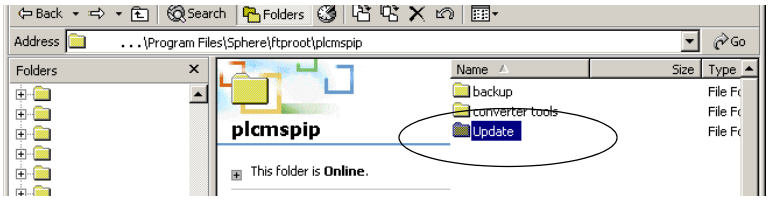
1 **STEP ONE: Verify that you have made backup copies of the IP phone files as directed prior to the Sphere system upgrade.**

2 **STEP TWO:** Copy/paste the following as directed to the existing FTP root directory:

POLYCOM (only required for Polycom IP phones):

Copy the following ENTIRE folder from the Primary Manager:
Program Files\Sphere\ftproot\Plcmspip\Update (copy the entire Update folder including the folder name "Update").

Figure .1 FTProot Folder



3 **Have your FTP server administrator paste this entire folder onto FTP Server in the following location: c:\\ftproot\plcmspip**

AASTRA 480i:
Copy this *single* file from the v5.1 DVD-ROM: Server\Data\sayson\SaysonDeck1.xml

4. **Have your FTP server administrator paste this entire folder onto FTP Server in the following location: <drive>:\\ftproot**

   (remember to remove the *read-only* status on these files).

   FOR SYSTEMS USING THE PRIMARY MANAGER AS THE FTP SERVER:

   - Continue with the upgrade of the Primary Manager.

Upgrading SIP Phones

Unlike MGCP IP phones, SIP phones need to be upgraded manually. The Sphere Administrator application does not prompt the Sphere administrator to restart SIP phones after the Sphericall upgrade (even if a newer SIP firmware is available). Most SIP phones have TFTP clients to download the firmware (to the phone). The Sphericall upgrade program copies the latest firmware for all these phones in to the \sphere\images directory. Only a manual reboot of the SIP phones is required to upgrade them to their respective latest firmware.

The Sphere Administrator should pay close attention to both Sphere Release Notes and Sphere System Requirements which mention the firmware revision of each supported SIP phone (and if the version has changed from the previous release).

Resume Primary Manager Upgrade

1. **Choose Yes to restart the Primary Manager.**
2. **Click OK.**
3. **Upon restart, you will be prompted to login: Logon as the SphereSupport account (on the domain).**
4. **The Sphericall Administrator will automatically open.**
5. **If you have Polycom IP phones on your system, a pop-up window will ask if you wish to restart Polycom IP phones on the system now.**
6. **Enable the "Run IP Phone Upgrade" check box.**
7. **Be sure to select your backup option:**
   Recommended: Backup on the FTP Server.
8. **Click Yes.**
9. **Wait until the new Sphericall Services window opens and review the services.**
10. Note that MediaServer replaces Vmail.exe service (for 3.5 to 4.x/5.x systems).
11. **Open the DVD-ROM Documents folder and add the newest version of Adobe Acrobat Reader to the Manager in order to read the new documents on the DVD-ROM or manager.**
12. **It is highly recommended that the SphereSupport user and/or system administrator upgrade their Sphericall Administrator application on their local PC or laptop at this time.**

UPGRADING FROM PRE-V5.0 SYSTEMS

When upgrading a pre-v5.0 system, the number of virtual ports per media server increases to 48. Pre-existing media server extensions are not automatically bound to the additional media server channels but the Sphericall Administrator application will allow the number of channels bound to an address to increase up to 48.

Versions v5.0 & v5.1software forces the user to configure contiguous channels when binding an address to a media server. If a pre-v5.0 system has an address bound to non-contiguous media server channels, the Sphericall Administrator application will identify the incorrect configuration and force the user to choose a contiguous channel range.

- **Action:** After the upgrade is complete, open Media Server/Addressing (tab) and review the distribution of ports for the services associated with those virtual ports (i.e. voice mail, call recording, auto attendant).
- Review your settings and establish which services require the most/least resources, which services require no overlaps with other services, etc. Editing or adjusting the Number of Ports digits or Use Ports slider bar.

SECONDARY MANAGER UPGRADE

Note: Be sure to upgrade the specific Secondary Manager which serves as an FTP Server immediately after the Primary Manager upgrade.

Note: Be sure that all Secondary Managers already have Exchange System Manager installed and functioning prior to upgrade.

1. **Insert the new v5.1 software DVD-ROM on each Secondary Manager (only upgrade one Manager at a time); also stop the FTP service if it is on this Manager.**
2. **When the autoplay screen appears, select Install Manager.**
3. **Click Yes to continue.**

   The upgrade script will assist you with stopping services.
4. **At the Welcome screen, click Next.**
5. **At the License approval screen, click Yes and point to browse to a valid license.**

   A valid license is required for all upgrades for all Managers.

   CAUTION! IF YOU DO NOT HAVE A VALID LICENSE FOR THIS VERSION OF SOFTWARE, YOUR UPGRADE WILL NOT PROCEED.
6. **The upgrade will detect a previous version of Sphericall, click Yes to upgrade to v5.1.**
7. **Click Yes.**

   The upgrade will continue.
8. **Click Yes for any Secondary Managers to restart (one-by-one).**

   Refer to the table above for commissioning guidelines.
9. **Agree to the license agreement.**
10. **Complete any appropriate commissioning.**
11. **Verify services have restarted.**

12. **Install Sphericall Administrator application on your local PC. An upgrade of this software is required in order to operate with the new software on the Manager(s).**
13. **Proceed with hardware upgrades.**

HARDWARE UPGRADE PROCEDURES

Upgrade

If you are upgrading your Sphere system from a previous 3.5 version of software, the v5.1 update contains a new MG image; because of this, you must re-initialize each MG after you install the software update. This re-initialization allows the MGs to acquire the new image required for functionality on your organization's Sphere system. Further information MG updates is contained in the *Manage, Monitor & Support Manual*.

Upgrading Sayson 480i IP phones

1. **If you have Sayson 480i IP phones on your system, you must manually go to the Stations tab and select each 480i phone as an "MG" and restart the phones.**
2. **Verify by opening the properties of the hub/phone to compare date and time for:**
   Last Restart Time:
   Last Checkin Time:
   Firmware Version: 5.0.0.n

Upgrading hardware after a software upgrade

1. **Restart all MGs (hubs, gateways, etc) throughout the Sphere system by using the Sphericall Administrator application (highlight each MG on Stations and/or Trunk tabs; right-click; select Restart).**

   Re-initialize MGs one-by-one to be able to isolate any problems. It is not necessary to restart IP phones or softphones at this time.
2. **Repeat for all station or trunk hubs.**
3. **Verify by opening the properties of the hub to compare date and time for:**
   Last Restart Time:
   Last Checkin Time:
   Firmware Version: 5.0.0.n
4. **You may need to refresh the Sphericall Administrator to see the new dates and times.**
5. **Please note, if your system currently runs with a hardware-based music-on-hold solution, that will be detected during the upgrade and will remain in place.**

Upgrading RG hardware after a software upgrade

- Only upgrade the RG software when prompted to by Sphere.
- This Sphere system is **only** compatible with the version of RG613 firmware listed in the Sphere System Requirements.
- Follow the instructions in Book 4: ATI RG613, To update flash of v1.0 RG.

UPDATING VOICE MAIL & EXCHANGE FORMS

All systems using Sphericall Voice Mail must perform the following re-commissioning as a part of their upgrade process to v5.1:

To update commissioning of Gateway (required for upgrades to v5.1)

Required for all systems using Sphericall Voice Mail.

From the General Tab on the Sphericall Administrator:

1. **Open each Media Servers (system software) - Microsoft Exchange Server.**
2. **Click Commission.**
3. **UNSELECT Restart Sphericall Media Server bound to the selected Microsoft Exchange Server**
4. **Click Next to complete the Commissioning.**

This process will put into place the appropriate permissions required to integrate with the latest releases of Microsoft Exchange Server.

To Load Forms from the Primary—for systems previously running Sphericall Voice Mail

Only required for systems using Unified Messaging.

If this is a new commissioning for *ADDING* Sphericall Voice Mail **for the first time**, please follow the complete installation in the *Book 3: Installing Sphericall Voice Mail*.

For Upgrades, from the Primary Manager:

Loading Forms via Administrator

Only Required For Unified Messaging: The following procedures may be necessary for new installations and is ***required*** for any upgrades of Sphericall in order to upload the necessary forms to the Exchange server. We recommend the the preferred procedure, since it reduces the steps in the process, and it installs the Administrator application on your local PC, which is recommended for supporting the system.

PREFERRED: To load forms via the Administrator application

1. **Ensure that you login to your local PC as SphereSupport (the account permissions are required to load forms to the Exchange server).**
2. **Ensure that you grant the SphereSupport account Sphericall Administrator User Rights on the Administrator application.**

   CAUTION! THIS IS THE ONLY WAY YOU WILL HAVE ACCESS TO THE ADMINISTRATOR APPLICATION IF YOU ARE NOT LOGGED ON TO THE PRIMARY MANAGER.
3. **Install Sphericall Administrator from the DVD-ROM.**
4. **For NEW systems, you may fully commission Exchange from this Remote Administrator.**
5. **You may also simply Load Forms from the Administrator application.**
6. **Once commissioned, restart Media Services on any upgraded Managers on the system.**
7. **If pointing to more than Exchange server via more than one Manager, upgrade and commission subsequent Managers to their respective Exchange server. Restart Media Services after upgrade and commissioning.**

Loading Forms via Outlook

Only Required for Unified Messaging: The following procedure is not as preferred as the Administrator application install, but it is still available for some system administrators:

To load forms via an Outlook client on a local PC--Alternate procesure

1. **Ensure that the local PC allows the SphereSupport account to have local administration rights to the machine.**
2. **Ensure that you login to your local PC as SphereSupport (the granted permissions will allow you to load forms to the Exchange server).**
3. **Create an Outlook Profile for the SphereSupport account.**
4. **Open Outlook.**

   Note: For new or upgraded systems, you may only use this procedure to LOAD FORMS. You cannot perform a full commissioning.

5. Install forms from Outlook using the Forms Manager facility accessed by Options\Other\Advanced Options\Custom Forms\Manage Forms\Personal Forms Set Library to\Pull Down and select [name of Exchange Organization Container created during Exchange Permissions build]\Click OK**Click Install\Navigate to point to the Forms**
   a. **Go to the Primary Manager.**
   b. **Select the share folder.**
   c. **Media Server**
   d. **Form**
   e. **Select: vmform32 (first form of two forms).**
   f. **Click Open.**
   g. **Click OK.**
   h. **Click Install.**
   i. **Select vmgreet (second of two forms).**
   j. **Click Open.**
   k. **Click OK.**
   l. **Click Close.**
6. **Once forms are loaded, restart Media Services on any upgraded Managers on the system.**
7. **If pointing to more than Exchange server via more than one Manager, upgrade and load forms of subsequent Managers to their respective Exchange server. Restart Media Services after upgrade and commissioning.**

Post-upgrade testing

Steps for post-upgrade testing

1. **Review all Managers and assure that all services have restarted.**
2. **Review all Sphere hardware components to assure that all services have restarted.**
3. **Test for internal dial tone throughout the system.**
4. **Test for external PSTN dial tone throughout the system.**
5. **Make calls to internal phones throughout the system.**

6. **Make calls to external numbers from phones throughout the system.**
7. **Make calls from an external source to your Sphere system.**
8. **If appropriate, make DID calls.**
9. **Forward calls from one phone to another and test.**
10. **Test voice mail, call waiting, message waiting indicators (visual and auditory), auto attendant and/or multi-level auto attendant.**
11. **Review new features with this version of Sphericall.**
12. **Configure new features as necessary (Database Replication, Music-on-Hold per zone). Test new features as they are installed.**

TRANSITION TO SIP

The AudioCodes FXO Media Gateways will solely be supported with the SIP protocol in Sphericall v5.2. In order to prepare your system for that eventuality, Sphere recommends that you migrate or transition MGCP devices to SIP prior to the next upgrade. Refer to Sphere Technical Bulletin TB-113.

SPHERE SYSTEM CONFIGURATION REPORTS

Once you have completed the software upgrade procedure, Sphere Communications recommends that you run all appropriate configuration reports, save them as *.txt files on a network resource server, and archive the reports for your organization's disaster recovery records.

Refer to the Reports chapter of *Book 5: Manager, Monitor & Support* for more information about creating and printing configuration reports for a Sphere system.

SPHERICALL V5.1 FEATURES & CHANGES

Release of Sphericall v5.1 software incudes the following new features.

System Component	New Feature	Refer to Documentation
Sphere System	**Software Licensing Management** • Integration of digitally signed Sphericall license key file **DVD media distribution** • DVD reader required for new software installation	• Book 2 • Sphere System Requirements
Alliance Partners, Endpoints & Gateways	**AudioCodes** • Addition of MP-11x (MP-114, MP-118) FXO Analog Trunk Gateways **Grandstream GXP** • Updates and fixes **Polycom SoundPoint IP601** • MGCP phone replaces the SountPoint IP600 **UT StarCom F1000G Wifi Phone** • Adds support for F1000g; includes 802.11g radio	• Book 4
European Language Support **Localization Support**	In addition to the North American languages of English (US), Spanish (MX) and French (CA), the following European languages are now available: **Sphericall Desktop User Interface** • French (France), Italian, German, Spanish (Spain) **Sphericall Auto Attendant Languages** • Support for a unique region language auto attendant prompts	• Sphericall Desktop Manual Book 2 & 3 (Media Server Configuration)

Please refer to the specific manual for complete information on configuration of new features.

UPGRADING THE SPHERICALL DESKTOP

The software upgrade procedure for the Sphericall Desktop application is the same for all Microsoft Windows 2000 Professional and Windows XP operating systems. Sphericall Desktop software can be upgraded using one of **three** available methods: *Some features may be limited with this operating system.

- **Automatic update**, if you have enabled the Sphere system for the DesktopManager process (and its associate ClientUpdater.exe and Updater.exe applications).
- **Manual update**, if you have not enabled the Sphere system for the DesktopManager process, you must go to each PC and update the software.
- **Microsoft Windows Group Policy Software Distribution (MSI software)**. Please refer to Microsoft documentation for the operation of Group Policy.
  - Compatible with Windows 2003.
  - Published version of updates.

Critical change in Advanced Forwarding Call Origin feature

Upgrading to v5.1 may cause Sphericall Desktop the Advanced Forwarding Call Origin feature to no longer function. This issue only affects upgrades. New installations will require the new format for digits entered in this field.

If the Call Origin option chosen requires a inbound Caller ID to direct the call, and this Caller ID number is not entered in full 10-digit format, then upgraded users will no longer have this function.

1. **Upgraded users will need to go to their Call Origin tab and manually enter a 1 or +1 to the numbers in that field so existing entries will function again.**
2. **New system users will be directed to enter only numbers in this field that comply to the following format (the length of the format is variable, but the number must be prepended by a +1 or 1):**
   - +18477939600
   - 18477939600
   - 1847793
   - 1847

To manage updates for Sphericall Desktops throughout a Sphere system

- ClientUpdater.exe manages the updates on the client computers throughout a network.
- Update.exe runs the update procedure for the new ClientUpdater.exe and Phone.exe files.

To update the Desktop Manager for automatic Sphericall Desktop updates

For more information on using the automatic Sphericall Desktop Manager to update clients automatically, refer to the Manage, Monitor & Support manual.

1. **IF YOU PRESSED SKIP DURING THE INSTALLATION OF THE UPGRADE, YOU MUST FOLLOW THOSE DIRECTIONS FOR RENAMING THE UPDATES.OLD FOLDER. See step 1 in the upgrade procedure.**
   If you did not follow those instructions prior to upgrade, and if you made a backup of your file structure prior to upgrade, you may need to recover a copy of the Updates.txt file and restore it in the Program Files\Sphere folder.
2. **During the upgrade of the Primary Sphericall Manager, all client updater software will be automatically updated in the Primary Sphericall Managers' ClientUpdate folder/directory: Program Files\Sphere\DesktopUpdate.**
3. **The new v4.1 upgrade process automatically places new versions of the following files in that folder:**
   - ClientUpdater.exe
   - Update.exe
4. **Users will be prompted to run the update procedure for Sphericall Desktops throughout the Sphere system.**
5. **Open the Sphericall Desktop application. When opening, the user may see a notice of a new software available.**

   At this point, the Sphericall Desktop locates update.exe, and ClientUpdater.exe commences the full update procedure (i.e. new Desktop *and* new ClientUpdater.exe).

   The "updater" software will open and as the user to Start the Transfer of new files.

Note: Only users who have administrative rights to install software on the local PC will be able to perform this procedure.

6 **Click Start Transfer.**

Once the new applications have been installed:

7 **The user will be prompted to Close the Sphericall Desktop application and/or disable any virus applications.**

8 **Open the (new) Sphericall Desktop application to verify Sphericall Desktop and telephone functionality.**

To manually upgrade Sphericall Desktop software

1 **Insert the new Sphericall Software DVD-ROM on the client PC.**

2 **Select Install Desktop.**

3 **When the autoplay screen appears, select Install Client.**

4 **Make sure you disable any anti-virus software on the local computer.**

5 **Click Continue.**

6 **At the Welcome screen, click Next.**

7 **At the License approval screen, click Yes.**

8 **Verify the language that this local Desktop user will have upgraded.**

9 **The upgrade will detect a previous version of Sphericall, click Yes to upgrade to v5.0.**

10 **Click Finish.**

11 **Click Yes to restart the computer.**

12 **Have the user logon once the computer is restarted.**

13 **Test the Sphericall Desktop to see that it functions with outgoing calls, incoming calls, transfers, etc.**

To upgrade Sphericall Desktop using Microsoft Windows Group Policy

For complete information on Sphericall's integration and use of Windows Group Policy and using MSI for updates, refer to *Book 4: Integrate Partner Technologies.* There is a complete chapter in this manual for assisting you with this process.

1 **Follow instructions from Microsoft for administrative set up.**

2 **Send users information on Published version of updates.**

NOTE

Before you can open the Sphericall Desktop on a workstation running the Microsoft Windows 2000 Professional operating system, you must ensure that applications using the telephony service (i.e. Remote Access Auto Connection Manager, Remote Access Connection Manager, Telephony, or Fax Service) are not running.

Once the Sphericall Desktop application is closed, you can run any other application that requires the use of the telephony service.

END USER TRAINING

Sphere v5.1 includes both new and revised software features. The subsequent, appropriate use of these features may require that your organization designate an individual to conduct end user training. Once you have installed, configured, and tested the new Sphere upgrade, your organization should begin training.

Be sure to print out any necessary quick start sheets for IP phones, Sphericall Voice Mail or Sphericall Desktop.

ADDITIONAL SOFTWARE UPGRADE ISSUES

Contact your organization's Sphere Certified Partner or Sphere Communications Technical Assistance Center should you require any additional information or assistance with the upgrade of your organization's Sphere system.

HYPOTHETHICAL UPGRADE

Below you will find the field notes of an upgrade that happened in the field. Fictitious company names have been used to describe the upgrade scenario.

Field Notes Begin:

- Began planning of ABC123 Company upgrade on 1 July 2005.
- ABC123 Company began preparation of system for upgrade on the evening of the 12th of July. ABC123 has all Polycom IP phones with three servers; two Sphericall Managers at HQ and one remote server.

1) Removed Outlook from Server Number 3, installed needed Windows components, then installed Exchange System Manager and restarted Media Server. (Sphere has a new requirement that we use Exchange System Manager rather than Outlook client on the Sphericall Manager for voice mail services.)

2) Removed Outlook from Server Number 2, installed needed Windows components, then installed Exchange System Manager and restarted Media Server.

3) Removed Outlook from the Primary Sphericall Manager, installed needed Windows components, then installed Exchange System Manager and restarted Media Server.

4) Tested Voice Mail and Auto Attendant and no problems were found.

Now we are ready to begin the upgrade:

5) Upgraded Sphere to Version 5.0 on the primary and rebooted the server. Accepted the IP phone file update and then rebooted all MGs and Polycom IP phones. ABC123 has their FTP server hosted on their Primary Sphericall Manager.

6) We then upgraded the software on servers 2 and 3. We then decided to test failover, so we shut down one server to make sure the IP phones would move from Server 2 to Server 1. We then shutdown the primary to prove that all phones would

failover to the remote server in another state. All worked as planned. Auto attendant did not work since it has not been configured on Server 3, yet, but this will be done by reseller later.

7) Started the Desktop on several machines to insure clientupdater functionality with no issues.

8) Installed the Administration program on the IT Director's desk to better manage the system.

9) Added new features after the upgrade.

Upgrade complete.

TECHNICAL SUPPORT TELEPHONE NUMBERS

Note: Your Sphere Certified Partner should be your first point-of-contact.

If you have a support agreement with Sphere Communications, please contact our Technical Assistance Center at the following number(s):

- 1-888-774-3732 option 4 (toll-free in the United States)
- 1-847-793-9600 option 4 (outside the United States)

Note: You will need to provide the following information when contacting Sphere Communications Technical Support:

- Your technical support certification level
- The appropriate part number and/or serial number for the device you are referencing
- Your customer site setup information
- The version of Sphericall software your organization is using

Sphere Customer Support Web Site

If you are a registered user of Sphere Communications' Customer Support Web Site and you wish to view the latest product documentation, download any patches or updates to the Sphericall system, or contact Sphere Communications' Technical Assistance Center, go to:

http://www.spherecom.com/support/custcare/self_support.php

If you are not currently a registered user, you will need to apply for a login and password necessary for site access. That form is available here:

http://www.spherecom.com/support.php

e-mail

support@spherecom.com

Sphere Communications Inc.
300 Tri-State International Suite 150
Lincolnshire, IL 60069
www.spherecom.com

© 2006 Sphere Communications Inc.
All rights reserved Printed in the USA